

**COUNTY OF LOS ANGELES
COMMUNITY AND SENIOR SERVICES
ADDENDUM FOUR (4) TO THE REQUEST FOR PROPOSALS (RFP)
DISPUTE RESOLUTION PROGRAM (DRP) SERVICES
RFP NO.: DRP-1419**

QUESTIONS AND ANSWERS

December 10, 2013

Pursuant to Section 1.5, County Rights and Responsibilities, County has the right to amend this RFP by written addendum as follows:

- 1) Q: Do you read the below Sections to restrict the administrative uses of DRPA funds to 10%, but not place any restrictions on whether matching funds may be used for administrative purposes? Doesn't Regulation 3605, cited in part below (along with DRP Section 469) allow a contractor to use up to 49% of its budget on administration, but no more than 10% of county grant dollars?**

A: 469 of the Statute states that no more than 10% of funds available shall be used to finance the administration of the program by a county. It does not speak to the amount that a contracted provider can use for administration. We have obtained confirmation from the state that we can set a limit on the amount contracted providers can use for administration. We have set that limit at 20%.

3605 of the Regulations clarifies the standard for meeting the Statute's requirement (467.2.8(h)) that programs receiving DRPA funds must be "operated primarily for the purposes of dispute resolution". The standard provided by the Regulations (3605 2.(b) and 3615) is that at least 51% of the organization's budget must be used for the provision of dispute resolution services.

- 2) Q: Doesn't Section 470.2 from the DRPA statute require the funded program to be able to provide at least 50% of its program funds from other sources, which in essence requires a 100% match of county funds statutorily?**

A: 470.2 of the Statute states that a county's share of the funding cannot be more than 50% of the approved funding. This is a limit for the county support for the program, not a limit for individual Contractors. The Statute allows the county to disperse as little as 50% of the available funding to Contractors. We, however, do not feel this is in the best interest of serving the people of our county, and are keeping only the 10% allowed for administration. We have received State confirmation of our 25% match requirement.

- 3) Q: Does footnote 1 of the Statute allow the county to increase the amount of funding if it is not part of filing fee?**

A: We have requested, but have not yet received, from the State clarification of what this footnote allows.

4) Q: Does the County read DRPA Regulation Section 3622 to require a total of 25 hours training or 35?

A: Section 16.2 describes the required DRPA basic 25-hour training as including a classroom portion and a practical portion that is at least 10 hours, for a total of at least 25 hours.

5) Q: Re 1.0 INTRODUCTION and Paragraph 1.1.2.2 Day of Hearing on Page 6 of the RFP. If the court sends a case to the community program's main office on the day of hearing, and there is a mediator available, is this considered a Court Day of Hearing, or is this a Community Case because it does not take place at the court.

A: No court-mandated mediations can be counted for DRPA-funding purposes. The difference between a Day-of-Hearing Court mediation and one that would be considered a Community mediation is that the Day-of-Hearing mediation is expected by the Disputants to be fully dealt with that day, either with a resolution or with a decision that resolution will not be accomplished. If Disputants are not requiring that the court-filed dispute be mediated on the day of the scheduled hearing, it is a Community mediation.

6) Q: Re 1.0 INTRODUCTION and Paragraph 1.1.3 Client Eligibility on Page 6 of the RFP. Because Attorneys are participants and not disputants as listed in this section, would you please clarify if a disputant who does not live or work in Los Angeles County qualifies for service, if his or her attorney is operating in Los Angeles County and contacts a DRPA program for assistance.

A: Pursuant to Section 1.1.3, Client Eligibility, of this RFP, at least one of the Disputants must live, work, or operate in LA County.

7) Q: Re 1.0 INTRODUCTION and Paragraph 1.1.6 Program Goals and Funding Requested by Proposer at page 7 of the RFP & Appendix B (SOW) paragraph 3.2.2.1 on Page 5 of the SOW, Regarding Counting of Complex Cases. General disputes resolved are counted at \$740 per case and complex at 2 disputes resolved if 12 hours are expended, and 3 if 16 hours are expended. In multi-party, multi-issue cases, the intake and convening can be extensive. Sometimes as much as 15 to 20 hours if it involves many people and many disputes. Once one of the parties to the conflict says yes, and the case is considered initiated, is the remainder of the intake and convening considered part of the conciliation or mediation process and/or "in session"? Does this time get added in? Does "in session" mean the case is initiated? Please clarify that conciliations are also "in session" once initiated, and can be complex cases. Also in complex, or multi-party, multi-issue cases, it may be best to have several mediators involved who

reflect the ethnicity or background of the participants. Does each mediator's time get added in? Please also see and note the definition of Mediation, Exhibit J, Page, 3: "Mediation can include communication that is not face-to-face in support of in-person sessions."

A: For purposes of estimating mediations in preparing proposals, calculating funding rates, and reporting resolved cases, only "in-session" hours are counted. "In-session" hours include only sessions, whether in person or on the phone, during which mediation of dispute(s) is being conducted. This does not include intake or convening hours.

- 8) Q: Re 1.0 INTRODUCTION And Paragraph 1.1.8 re LACDRP Estimated Annual Funding on Page 8 of the RFP. Community Service Planning Areas. What happens if a contractor receives a call for assistance from a party who lives or works in a SPA area in which the contractor is not funded? Can we serve that person and count the statistic, or do we need to refer it out? Can a contractor offer to serve an area through conciliation and training but provide mediation services at one's main office only? Is this forbidden? Are face-to-face mediation sessions required in each SPA area one is funded to serve?**

A: Language changes addressing these concerns will be made to the RFP through an Addendum. This Addendum will be posted on our website at www.css.lacounty.gov.

- 9) Q: Re Appendix B (SOW), Paragraph 3.2 on COMMUNITY DISPUTE RESOLUTION: It appears there is a typo in that paragraph. Please verify that community dispute resolution providers can provide dispute resolution services when a court case has been filed when "resolution service are not required on a day of hearing," and not when "resolution services are required on a day of hearing" as is written.**

A: If resolution service is required by Disputants on a day of hearing, that is not a Community Dispute mediation; it is a Day-of-Hearing Court mediation. A court-filed case for which Disputants do not require dispute resolution services on the day of hearing is a Community mediation.

- 10) Q: Re Appendix B (SOW), Paragraph 3.2.3 Training, and Appendix B (SOW), Paragraph 3.2.4 Statistical Information, and Appendix B (SOW) Paragraph 16.11, Page 34. If training is considered direct service that seeks to advance the secondary mission of the DRPA program, and it is strongly encouraged that we not charge for training (16.11), is it contemplated that this service component be DRP funded as well?**

A: Any part of the cost of operating a Contractor's dispute resolution service program can be included in the budget proposed for funding: administration, intake, training, outreach, mediation sessions, etc.

There is a maximum Unit Rate for each of the three types of disputes – Community, Day-of-Hearing Court, and Victim-Offender. To calculate the Unit Rate, you must first identify the total costs being proposed to be covered with DRPA funds. This does not include any costs that will be covered with matching funds. The Unit Rate is calculated by dividing the total costs being proposed to be covered with DRPA funding by the number of proposed resolved cases. Our intent is to give preference to any proposal in which the Unit Rate is lower than the maximum. Please refer to Section 2.10, Cost Proposal Format, of the RFP for further information.

11) Q: Training (Compound Question). Because the above-mentioned section and Appendix C, Exhibit 2, discuss the training of two different groups: mediators and stakeholders, is the goal of those two trainings different? Does it contemplate training the stakeholders to mediate, or to be able to resolve their own conflicts, and become conflict resolvers helping others in their daily lives and at their organizations?

There are many things required in the DRPA statute that may not be relevant to stakeholders if they do not wish to mediate, such as the DRPA Statute itself, the court system, the role and participation of attorneys, etc. (See Appendix B, SOW, Paragraph 16.0 Trainings on pages 30 and 31, in particular 16.2.1.1, 16.2.1.2, 16.2.1.3 and 16.2.2.2) Full-time working folks may not be able to give the 25 hours.

Therefore, the question is: is the goal of the training to turn both groups of folks in to mediators? If not, would a 15 to 18 hour training (or less) satisfy this section, if the training organization would offer another follow-up of the remaining hours needed to cover the 25 hours if the stakeholders later decide they would like to mediate?

Can smaller trainings of 4 to 6 hours of communication skills satisfy the stakeholder trainings?

A: The trainings required in the SOW are for preparing people to serve as mediators. It is expected that at least some of those trained will include representatives from important stakeholder groups. The regulation-mandated minimum of 25 hours is required for all those trained to serve as mediators. An anticipated extra benefit from training to serve as mediators is that those so trained also will gain knowledge and skills useful in dealing with their own personal conflicts. Shorter trainings for those not expected to serve as mediators can be excellent components of outreach events, but they are not required.

12) Q: Appendix B (SOW), Paragraph 3.10.2 re Complex Disputes. Is it OK for contractor staff to handle cases that are too complex for volunteers, or does the county contemplate the contractor asking the county for permission not to do them?

A: The requirement is that most, not all, cases will be mediated by volunteers.

13) Q: Re 1.0 INTRODUCTION And Paragraph 1.4.7, Minimum Mandatory Requirements on Page 10 of the RFP. Does the “cash reserve” amount equal what the Program would get from the county per month, what the overall county budget is per month, or the overall cost to run the program even if the total amount is not included in the county budget as there is only a 25% match required?

A: The cash reserves should equal the estimated monthly operational cost of the program, not including the 25% match.

14) Q: Re1.0 INTRODUCTION And Paragraph 1.10, Mandatory Requirement to Register on county’s WebVen on Page 12 of the RFP. Does an organization need to re-register under the WebVen if the organization is currently being funded under the DRPA statute and already registered.

A: No, if your organization has already registered on WebVen, you may use the same vendor number.

15) Q: Re1.0 INTRODUCTION And Paragraph 1.13.1(2) on Page 13 of the RFP. Will proposed contractors be notified when the Proposer’s authorized officer’s letter (stating that the negotiated contract is a firm offer) is due, or should that be submitted at an earlier time?

A: Proposers will be notified of their successful proposals in writing only after all proposals have been evaluated.

16) Q: Work Hours, Appendix B, Statement of Work: Is it permissible to have regular work hours between the hours of 9:00 a.m. and 6:00 in order to be accessible to folks who work early and can’t communicate until after work?

A: Yes, potential Contractors must operate a minimum of 8 hours per day.

17) Q: Can you please define what should be included in "Proposer's Quality Control Plan (Section D)." Please explain more about the Quality Control Plan (QCP) requirements listed on Page 28 of Appendix B Statement of Work. Specifically Paragraph 11.1.1 of Appendix B, "A method of monitoring to ensure that Contract requirements are being met." Can you please provide specific examples of the quality control methods you are looking for?

A: A Quality Control Plan shall include, but not be limited to, monitoring methods that ensure Contract requirements are being met. Records of inspections conducted by Contractor, these could be inspections to intake forms, or case management. Any corrective actions taken to correct any recorded problems or incidents.

18) Q: Exhibit K, (Contract Accounting, Administration and Reporting Requirements), Page 13, Section 4.0 Bonding. “All officers, employees, and agents who handle

cash or have access to Contractor's funds shall be bonded pursuant to Paragraph 8.25 (Insurance coverage) of this Contract.” When the funded organization is bonded and self-insured, is that sufficient?

A: Only if the self-insurance coverage limits mirror the amounts listed in Section 8.25.

19) Q: Appendix B (SOW), Please see Section 22.4 at Page 39. “Contractor shall provide to County’s Contract Manager, by the deadline imposed by County, the following Business Forms prior to the commencement of the Contract, and thereafter when requested by County.” Does this refer to the RFP deadline or the contract deadline?

A: These documents and deadlines will be provided to potential Contractors before the contract is awarded.

20) Q: How does a proposer get granted as a Local SBE preference? Does a non-profit qualify?

A: Pursuant to Section 1.32, Local Small Business Enterprise Preference Program, of the RFP, the County will give Local SBE preference during the solicitation process to businesses that meet the definition of a Local Small Business Enterprise, consistent with Chapter 2.204.030c.1 of the Los Angeles County Code. A Local SBE is defined as: 1) A business certified by the State of California as a small business and 2) has had its principal office located in Los Angeles County for at least one year. The business must be certified by Internal Services Department as meeting the requirements set forth in 1 and 2 above prior to requesting the Local SBE Preference in a solicitation.

To apply for certification as a Local SBE, businesses may register with Internal Services Department at: <http://laosb.org>

Certified Local SBEs must request the SBE Preference in their solicitation responses and may not request the preference unless the certification process has been completed and certification affirmed. Businesses must attach the Local SBE Certification Letter to the Required Form – Request for Local SBE Preference Program Consideration and CBE Firm/Organization Information Form – Exhibit 7 in Appendix D – Required Forms with their proposal. Sanctions and financial penalties may apply to a business that knowingly, and with intent to defraud, seeks to obtain or maintain certification as a certified Local SBE.

A non-profit may qualify for Local SBE preference as long as it meets all of the requirements stated above.

21) Q: RE: section 3.13 Documentation Required for Resolved Cases, section 3.13.1.1: Do full names need to be divulged in this reporting?

A: No, no full names are required due to confidentiality.

22) Q: Contractor Personnel: RE: 5.1.1: What is the qualifying number to meet the “sufficient number of qualified staff”?

A: The “sufficient number of qualified staff” will vary by organization.

23) Q: In Appendices E-M, is this for proposers information only?

A: Appendix E is to provide proposers with the opportunity to Request a Solicitation Requirements Review. Proposers were provided an opportunity to submit this form within 10 business days from the issuance of the solicitation document. Appendices F-M are for informational purposes only.

24) Q: In responding to Section 2.9.4 Proposers Qualifications – Subsection B Proposers References (RFP Pg. 29), can references be individuals who received service through our current mediation program or individuals who volunteered/worked with our program, or does the reference have to be an organization that funded/received service?

A: Yes, Proposer’s references can be individuals who received services through current mediations, and any local government entities, including but not limited to, County departments.

25) Q: In responding to Appendix D Exhibit 4 List of terminated contacts, what if the proposer does not have 5 contracts that were terminated in the past 5 years?

A: If a proposer does not have any terminated contracts in the last 5 years, the proposer must still provide the Exhibit and indicate Not Applicable.

26) Q: For the purposes of calculating if you have provided service to someone in a particular SPA under the new community mediation module, is it only necessary that one of the parties to the mediation be in your particular SPA? Therefore, if only the second party to the mediation is in your SPA, does that still count towards the number a provider is tasked with initiating in that SPA?

A: Yes, as long as one of the parties is located in the particular SPA where the proposer is proposing to serve.

27) Q: Section 3.2.1, Minimum Cases Initiated, Pg 4 (w/in Appendix B, Statement of Work). The question is in regards to the following language: “The minimum annual number of dispute resolution cases initiated for each SPA shall be at least 0.1% of the SPA’s population.

Currently, amongst the 12 Community & Youth programs (which means excluding Day of Court programs CAMP, CCR and Superior Court) the Actual number of Initiated Cases in the previous contract year totaled 3,932. That is .00039 of the total population of LA County and much less than the .001 minimum required in

the current RFP. Also, if you exclude Youth focused programs the actual number of Initiated Cases drops to 2,394 which is .00024 of total population. Can the minimum number of initiated cases be amended to reflect the actual experience of community mediation providers? Further, if multiple providers are contracted to service the same geographic area will overall target numbers of initiated and resolved cases be split amongst those providers?

A: The language in Section 3.2.1, Minimum Cases Initiated, and any section of the RFP that is affected by this change, will be revised through an Addendum. This Addendum will be posted on our website at www.css.lacounty.gov.

28) Q: Section 1.1.8, Community Service Category by SPA, Pg 8 and Q8 of the. Dispute Resolution Program Questions and Answers distributed on 12/3/13 (Pg 3). The question is in regards to the statement that “Mediations of disputes in areas outside the area a Contractor has been funded to serve are not included in the annual minimum number of cases that Contractor has agreed to initiate”:
The County’s stated intention to fund programs that serve specific geographic areas may cause some unintended consequences. For example, our organization currently operates longstanding Peer Mediation programs in 3 different Service Provider Areas. If we are not contracted to service each of these SPAs (or don’t have the resources to realistically apply to serve the minimum targets in each of those areas simultaneously), one or more of these programs will end up being lost. Will the County work with providers to ensure support for longstanding programming that may not be located in the provider’s funded Service Provider Area(s)?

A: Language changes addressing these concerns will be made to the RFP through an Addendum. This Addendum will be posted on our website at www.css.lacounty.gov.

29) Section 1.1.8, Community Service Category by SPA, Pg 8 and Q8 of the Dispute Resolution Program Questions and Answers distributed on 12/3/13 (Pg 3) . The question is in regards to the statement that “Mediations of disputes in areas outside the area a Contractor has been funded to serve are not included in the annual minimum number of cases that Contractor has agreed to initiate”:
As we transition to a more geographically-focused model of service, we encourage the County to consider long-standing referral relationships and partnerships that may not fit neatly into Service Provider Area boundaries. Will the County consider allowing contractors to count some portion of initiated and resolved cases outside of their Service Provider Areas? Would the County be open requiring that a minimum of 51% of initiated and resolved cases come from the SPA for which you’ve been funded?

A: Language changes addressing these concerns will be made to the RFP through an Addendum. This Addendum will be posted on our website at www.css.lacounty.gov.

30) Q: Section 2.9.5.3, Proposer's Target Population, Pg 31. The question is in regards to the following language: "Describe Proposer's target population."

The RFP could be interpreted to read that each proposer is supposed to name one target population. Is it the County's intent that we focus our proposals on only one particular target population (e.g. low-income older adults) or can we list multiple populations we expect to serve?

A: It is the sole responsibility of each Proposer to describe the Target(s) Population(s) it intends to serve. A Proposer is not limited to serve just one Target Population.

31) Q: Section 3.4.1.3, Proposer's References, Pg. 38. This question is in regards to the format of references provided.

Appendix D contains required forms to be used for "Prospective Contractor References;" Are applicants allowed and/or encouraged to submit Letters of Support to supplement these references?

A: A Proposer may submit letters of recommendation/support as part of its proposal. However, ALL Proposals will be evaluated in accordance with Section 3.4, Proposal Evaluation Criteria, of the RFP.

32) Q: Section 3.4.1.8, Proposed Dispute Resolution Services, Pg 39. The question is in regards to the following language: "Proposer may opt to select one (1), two (2) or all three (3) Dispute Resolution Service Categories."

This language makes it seem as though a Provider could propose multiple Service Categories within one proposal. If a Provider is proposing to provide services in multiple Service Categories, is that proposer required to submit a separate proposal for each Category? For example, if a Provider is proposing to offer both Community and Day of Hearing services, are they required to submit a separate proposal for each?

A: Pursuant to Section 2.8, Preparation of Proposal, of the RFP, **Proposer shall submit a LACDRP Proposal for each LACDRP Program Service Category Proposer plans to provide.** For example, a Proposer proposing to provide both Community and Day of Hearing Civil Court Services must submit two (2) separate LACDRP Proposals, one (1) LACDRP Proposal for Community Services and one (1) LACDRP Proposal for Day of Hearing Services. If Proposer is only providing one (1) LACDRP Service Category, Proposer only needs to submit one (1) LACDRP Proposal.

However, Proposer may apply for as many SPAs, Hubs, and/or SDs it plans to serve within each proposal.

33) Q: Section 3.2, Community Dispute Resolution, Pg4 (w/in Appendix B, Statement of Work). The question is in regards to the following language: "...Contractor shall

provide service to requesting individuals who reside, conduct business, or operate in the Los Angeles County Service Planning Area(s)...for which Contractor is approved by County to address disputes.”

Will providers be responsible for providing services only in the SPAs for which they applied/received funding? Or will providers continue to be expected to provide services for all residents of Los Angeles County?

A: Language changes addressing these concerns will be made to the RFP through an Addendum. This Addendum will be posted on our website at www.css.lacounty.gov.

34) Q: Section 3.2.2.1, Resolved Complex Disputes, Pg 5 (w/in Appendix B, Statement of Work). The question is in regards to the following language: “ Complex Disputes are disputes that require over 8 in-session hours to reach a resolution.” Please define “in-session hours.” Does phone negotiation with either or both parties count towards those hours?

A: “In-session” hours include only sessions, whether in person or on the phone, during which mediation of dispute(s) is being conducted. This does not include intake or convening hours.

35) Q: Appendix B (SOW) at Page 39, Section 22.4.1.2. ”Contractor’s resolution, order, motion or other authorization shall contain the following elements...” If the organization’s board of directors only meet sporadically (quarterly), may a Senior Vice President of the organization, with authority to provide a letter verifying authority to act on the organization’s behalf with respect to the contract, satisfy the requirement of the “other authorization?”

A: This section of Appendix B (SOW) refers to any deliverables as a result of a contract award. These deliverables may need authorized signatures, therefore, “other authorized” representatives need to be appointed in the event that the “authorized” representative is not available.

36) Q: Re 3.4.1 Business Proposal Evaluation. And Section 3.4.1.4 on page 38 of the RFP regarding Proposer’s Pending Litigation and Judgment. Does a proposer such as Loyola Law School, that is requesting funding for The Center For Conflict Resolution, that is a part of Loyola Marymount University, have to list all pending litigation for The Center For Conflict Resolution, Loyola Law School and Loyola Marymount University, or just for the law school, or just for The Center For Conflict Resolution? (And see: 2.9.4 C. Page 30. Same requirement)?

A: A Proposer is required to list all pending litigations and judgments against the organization who is requesting the funding. For example, in this case that would be Loyola Law School.

37) Q: Exhibit K, Contract Accounting Administration and Reporting Requirements, Re Section 3.2, Page 6, does the paragraph on Travel requiring prior written approval only apply to conferences? Does it apply to all outreach functions and training activities? Do we need to get prior written approval before doing outreach travel?

A: All travel outside the County shall be justified and approved prior to traveling. Written approvals shall be submitted to the assigned contract manager as referenced in Exhibit E, County's Administration Form.

38) Q: See Appendix B (SOW), Section 7.5. If the parent organization does an annual audit does that now mean the DRPA provider agency does not need to get independently audited?

A: Yes, only if the parent organization was awarded the funding. If DRPA is a separate component from the parent company and was awarded more than \$500,000, then DRPA must complete a single audit. If less than \$500,000, the DRPA must submit a financial statement.

39) Q: Exhibit K, Paragraphs 1.1 and 1.2 on page 9 refers to accounts, and provides that any check for \$500 or more must be deposited within one day. Does this apply if this check is not counted as revenue on the contract or as a matching fund? What about larger organizations that require that checks be sent first to the fiscal department for review and accounting before deposit?

A: This would not apply to checks not related to revenue for the purpose of this contract. However, after a contract is awarded, all Contractors will be required to be on a direct deposit account system.

40) Q: Exhibit R, Paragraph 6.5, Page 8, regarding Authorized Representatives for Gateway and Administration. Please clarify that these authorized representatives for Gateway purposes and Contractor's Administration are not the same as the Authorized Representative to contract on behalf of the organization?

A: Authorized Representatives for the Gateway Administration are those staff that will have authority to accept and make changes to contract documents and deliverables on behalf of the contracted organization. At least one of the authorized representatives shall have the authority to sign any contract documents and/or deliverables.

41) Q: Re Appendix B, Paragraph 7.2.1 and Administrative/Indirect costs. Is this as opposed to Administrative/Direct Costs, which are not included in the 20% of Administrative/Indirect Costs? Is all of the following considered administrative/direct costs and therefore permissible to be included in the 80%: meeting contract numbers of disputes initiated and resolved, ensuring a case

management system is followed and all cases are properly handled programmatically, maintaining a computer programming system, garnering statistics regarding time spent, populations served and those not served, identifying varying living and workplace populations and their varying cultural, economic and other key social demographics , provide on-site mentoring, prepare program and fiscal reports (including organizing all back up receipts and keeping ledgers), equipment troubleshooting, seeking outreach connections, traveling to provide outreach and reporting, writing and applying a quality assurance program including feedback and review for staff and volunteers, attending county meetings and training, and providing training service to both mediators and community stakeholders . This list is not comprehensive? Is this contract compliance administration work considered administrative/direct costs? It appears that contract compliance administration will necessarily take more than 20% of people's time. Can you please clarify?

A: The following are all part of direct services under this contract: Meeting contract numbers of disputes initiated and resolved, ensuring a case management system is followed and all cases are properly handled programmatically, maintaining a computer programming system, garnering statistics regarding time spent, populations served and those not served, identifying varying living and workplace populations and their varying cultural, economic and other key social demographics , provide on-site mentoring, prepare program and fiscal reports (including organizing all back up receipts and keeping ledgers), equipment troubleshooting, seeking outreach connections, traveling to provide outreach and reporting, writing and applying a quality assurance program including feedback and review for staff and volunteers, attending county meetings and training, and providing training service to both mediators and community stakeholders. Administrative indirect cost is cost that is necessary to operate your program. For example Human Resources, IT services, janitorial services etc.

42) Q: Paragraph 3.4 on page 9 talks about salary amounts in Section 3.4 on page 13 regarding full-time employees, which are referred to as 40 hours plus per week. Under Appendix G: Contractor Employee Jury Service: Under Definitions of Section 2.203.020, Paragraph D on page two, the County defines a Full-Time Employee as" one who works 40 hours or more per week or a lesser number of hours if 1) The lesser number is a recognized industry standard as determined by the chief administrative officer, or 2) The Contractor has a long-standing practice that defines the lesser number of hours as full time. Is this definition of a full-time employee applicable to all contract sections based on a long-standing practice?

A: Yes, this is County Policy language. Contractors shall be responsible for identifying full-time employees under this Policy.

43) Q: Section 3.2.4, Statistical Information, Pg 5 (w/in Appendix B, Statement of Work). The question is in regards to the following language: "...Contractor shall provide annually updated descriptions of the resident and workplace populations of each SPA for which contractor is approved to serve..."

**Will contractors be expected to collect demographic information for the overall population within each SPA (and produce written reports on said information)?
Yes. If so, please provide a sense of the scope of this requirement.**

A: The type of demographic information would be the numbers (and percent of total) of the racial/ethnic composition of the population in that SPA, the age range, the percent that are limited English speaking and the primary language spoken, income level. We would also like to know the following, if it is easily obtained: level of educational achievement (percent who have less than high school diploma, percent with diploma, percent with post high school education, percent with more than high school education), percent of residents that are renters vs. homeowners, etc. In addition, any other information about special populations in the area would be helpful. This demographic information does not have to be provided in a formal report form. Understandable lists and tables would be sufficient.

44) Q: Section 3.9.2, Bias And Conflict of Interest Related to Neutrals, pg 13 (w/in Appendix B, Statement of Work). The question is in regards to the following language: "...all persons serving as a neutral in any Services offered to review the issue(s) at stake in each dispute...and certify in writing on Contractor-provided form they have no bias..."

At what point in the process does this "bias/conflict of interest check" become necessary? For the purposes of this requirement, do "Services offered" begin with the first phone call to a disputant (since volunteers are acting as neutrals as soon as they take an inquiry)?

A: Yes, but also upon any subsequent and first face-to-face meeting.

45) Q: Section 3.11.2, Soliciting Donations in Advance, Pg. 16 (w/in Appendix B, Statement of Work). If Disputants ask at the initiation of Services what the charge for the service is, would it be unacceptable to tell them there is no charge, but that we are a nonprofit and would welcome donations? This is not a solicitation exactly, but seems more honest than waiting until the case is closed to solicit money.

A: It is acceptable to say that there is no charge, but "we are a nonprofit and would welcome any donation" would be acceptable, as long as there is no pressure, even implied to donate.

46) Q: Section 3.12.4, Contractor Fee System Options, Pg 16 (w/in Appendix B, Statement of Work). The question is in regards to the two "Fee System Options"

described, “No Fee” and “Sliding Scale Fee” Do providers have to choose between either (1) charging no fees to disputants; or (2) instituting a sliding scale fee system? Is there no option to provide all disputants with 3 free hours of mediation followed by charging a standard hourly fee?

A: Any fee system must take into account the financial ability of the disputant to be approved. While it is acceptable to provide all disputants with 3 free hours, it is not allowed to then charge all disputants a standard hourly fee. Any fee charged must be with a sliding scale, regardless of when in the process the fee begins. In addition, anyone who claims he/she cannot pay must not be charged.

47) Q: 16.6 Current Volunteers continued education requirement- Can the training happen throughout the year or only during the last quarter of each fiscal year?

A: Training can happen anytime during the year.

48) Q: Attachment I-If applying for a particular hub does a contractor need to apply for all the services being provided at that hub in order to be considered or can they just pick one jurisdiction (i.e., Small Claims but not Civil Harassment, or Small Claims and Civil Harassment but not Unlawful Detainer)?

A: If more than one type of case is heard at a hub, a Contractor can pick just one type of case to serve at that hub. A Contractor does not need to apply to serve all the types of cases heard at a particular hub.

49) Q: Appendix B (SOW) Paragraph 3.9.2 Regarding Bias and Conflict of Interest Disclosure in Conciliation. When doing conciliation most of the work and disclosure is done by phone. Is it sufficient to tell each party that there is no bias or conflict of interest as required under this section? If not, does the conciliator have to delay proceeding to make sure the person received this notice in writing before proceeding with the case?

A: No, because some cases will proceed completely via phone, and to delay until written notice is sent is impractical. However, any bias/conflict of interest must be determined and, at minimum, conveyed orally. The information statement still is needed before closing the case.

50) Q: It is sufficient to have made the statement orally, and then to have this issue covered in the information statement when conciliating?

A: Yes, this is sufficient.

51) Q: 7.3- Staff Identification- This identification is required for Staff or does that include volunteers?

A: It is very important to identify staff and volunteers when conducting business outside the Contractor's location. Volunteers as well as staff shall carry some kind of identification with them at all times.

52) Q: 7.4-Is the background checks for paid Staff only? Volunteers have obligation to inform contractor of previous record or any pending criminal trial, etc.

A: Background checks are required for all staff that have direct contact with disputants. However, if an organization already collects vital background information as part of their volunteer selection process, this will be sufficient.

53) Q: Is Auto-liability required even if no vehicles are owned by the contractor?

A: Yes, even though an organization may not own vehicles, it is necessary for all staff under the contract conducting business for the purpose of the contract to have auto-liability coverage at the coverage limits in Section 8.25 of the Sample Contract.

54) Q: 8.38.4.2- Independent Audit Requirements vs. Exhibit A - 7.5.2 Independent Audit Requirement?

A: Section 7.5.2 is in lieu of an Independent Audit. The Independent Audit requirement is solely for Contractors who receive \$500,000 or more in Federal funding.

55) Q: Is a company that has a budget under \$500,000 still required to turn in a yearly audit to the County?

A: No, the Independent Audit requirement is solely for Contractors who receive \$500,000 or more in Federal funding. However, any budget under \$500,000 must submit a financial statement.

56) Q: 8.40.11-Difference between Subcontracting and hiring an Independent Contractor. Both need approval from the county? What are the procedural differences?

A: For the purpose of this contract, a subcontractor and independent Contractor are both considered subcontractors. All subcontracting agreements need prior approval from the County before services are rendered.

57) Q: Exhibit A- 7.1.1.1.2- Can the In-Kind equation of \$50 per case for space still be factored into the In-Kind Dollars? Only Volunteer Hours are noted.

A: Yes, donated space can be included when calculating in-kind amounts as well as volunteer hours.

58) Q: Staff- Are we to assume that all mentions of staff in the contract reference volunteers as well or that they should not include volunteers? Is this a case by case basis? Can you define each case with a little more clarity?

A: As stated in Exhibit J, Definitions, a volunteer may be a staff person who provides services, but is not an employee under the Contractor's payroll.

59) Q: Volunteer- It states that a volunteer cannot be paid but can be reimbursed for expenses. Does this include travel, parking, mailing of paperwork, etc. Which line item would that be placed in the budget?

A: Volunteers may be reimbursed for expenses related to their work performed under the contract; however, they shall not be included in the Contractor's payroll budget.

60) Q: Exhibit S- Will there be a separate PRS chart for Day-of-Hearing Court Connected Services?

A: Yes, the Day of Hearing and Victim-Offender PRS charts will be available via an addendum to this RFP and will posted on our website: www.css.lacounty.gov

61) Q: Re Exhibit A of the Contract and the Statement of Work, at Page 4. Paragraph 3.2.1 Minimum Cases Initiated. "The minimum annual number of dispute resolution cases initiated for each SPA shall be at least 0.1% (.001) of the SPA's population." Question: Does each initiated case get counted as one or more (if multi-party, multi-issue)? If so how is it counted for complex cases?

A: Although Section 3.2.1 of the Statement of Work will be amended through an addendum, cases initiated shall be counted only once, even if it's a multi-party or multi-issue case. Complex cases are only counted as more than one, using the criteria listed in Section 3.2.2.1 of the Statement of Work, when they are resolved not when they are initiated.

62) Q: Does the County prefer that a contractor not serve all of Los Angeles County?

A: No, Proposers are able to provide services in as many SPAs, Hubs, and SDs as a Proposer feels capable of doing in order to ensure countywide services.

63) Q: If the population of Los Angeles County is approximately 10 million, and one must initiate .001 of 10 million if one wants to serve all areas, then one must initiate 10,000 cases, and resolve at least 5000 cases. If one were to resolve 5,000 cases at \$740 per case, then one's grant award would be \$3,700,000.

A: Language changes addressing these concerns will be made to the RFP through an Addendum. This Addendum will be posted on our website at www.css.lacounty.gov. However, for the purpose of unit rate calculations, a Proposer is to use the proposed budget amount and divided by the number of cases they plan to resolve, which will result in the proposed Unit Rate. For example: if a proposer's proposed budget is \$70,000 and it plans to resolve 100 cases, the proposed Unit Rate will be \$700 ($\$70,000/100=\700).

64) Q: A suggestion for meeting in the middle on providing credit for serving folks in other SPAs, in which the contractor is not funded, that potentially meets the needs of the county to serve and focus on undeserved areas and populations, and meets the needs of the contractors and callers not to be turned away. Perhaps a win-win solutions is: Funded contractor shall oversee the entire SPA area for which is it funded by providing focused outreach and training to serve the entire SPA, and provide at least 51% of its initiated cases from that area. Up to 49% of its initiated cases and disputes resolved may come from other SPA areas.

A: Language changes addressing these concerns will be made to the RFP through an Addendum. This Addendum will be posted on our website at www.css.lacounty.gov.

65) Q: We respectfully request an extension of two weeks to turn in a completed RFP due to the following holidays: Thanksgiving, Hanukkah, Christmas, New Year, which severely limit the time that one has to respond to the RFP. Thank you for your consideration.

A: The deadline for submitting proposals has been extended to Thursday, January 9, 2014 at 12 noon. Due to the County solicitation process, CSS will not be able to meet the Board of Supervisors deadline to recommend final Contractors and execute contracts by July 1, 2014 if the submission time is extended beyond January 9, 2014. Change will be made through an addendum and will be posted on our website at www.css.lacounty.gov.

66) Q: As previously discussed at the meeting regarding the California Dispute Resolution Programs Act and the percentage of permissible DRPA funds that may be used at any one program, as well our discussion regarding the 10%/20% administrative costs, please see the following article (also attached):
<http://digitalcommons.pepperdine.edu/plr/vol16/iss5/4/>

A: Thank you for the information. However, we have delegated authority to allow Contractors to use up to 20% of their funding on administrative related costs even though we are only allowed up to 10%.

67) Q: The approximate population of this area is 2,136,581. Therefore, .001 X 2,136,581 = 2,136.58 cases initiated / 2 = 1,068 disputes resolved. This number of disputes resolved X \$740 (maximum amount allowed) = \$790,320. Since there is a

total of approximately \$200,724 allocated for this area, this number (\$200,724) divided by 1,068 disputes resolved (in order to get funded) means that one could only receive a maximum unit rate of \$187,94 per dispute resolved to be able to receive the funding for this SPA area. Please note that most currently funded community programs only initiate 1/4 to 1/3 of the number required to be initiated in order to be funded under the new RFP. If this calculation is incorrect, would you please describe the correct one?

A: Language changes addressing these concerns will be made to the RFP through an Addendum. This Addendum will be posted on our website at www.css.lacounty.gov.

68) Q: When you refer to the number of people in the initiated cases that are served, do we count the number served in all initiated cases (regardless of resolution)? If the goal is to serve a % of the population, and this is verified through the number of initiated cases, rather than the number of people served in the initiated cases, then this number does not accurately reflect the number served. Please clarify.

A: Cases initiated are those cases that have not been resolved and no resolution has occurred.

69) Q: Re 1.0 INTRODUCTION And Paragraph 1.7 re DAYS of Operation. If one's organization has a longstanding history of giving holidays that are different than those given by the county, and requires employees to work on holidays that the county gives, is a tradeoff possible? If the organization is closed for the day such things like heat and air may get turned off. In our building if the building itself is closed for the holiday, heat and air is not provided as part of the lease. It would be very expensive to get it turned on, or may be impossible if the building is closed. In past contracts with the county, contractors are not able to change or diminish benefits promised to employees. Is this still required?

A: Contractors are required to open Monday through Friday during normal business hours and may observe County observed Holidays. Any other Holidays not observed by the County will not be approved. Therefore, Contractors are required to have skeletal crew on any non-County Holidays.

70) Q: Exhibit K, Page 5, Section 2.7 Regarding Contractor Invoice (Compound). The RFP provides: "In addition, if advanced funding is involved, an invoice shall be presented at the beginning of the Fiscal Year." Since audit fees for the fiscal year need to be requested as an advance, since the audit must be done post fiscal year, does that mean we need to prepare the invoice in July 2014 for an audit that will be done in August 2015? What other kinds of advance fees might one need to request at the beginning of the contract?

A: There is no advance funding under this contract. Please follow the provisions in Section 5.10, Invoices and Payment of the Sample Contract.

71) Q: Exhibit K, Paragraph 4.0 at page 13 regarding Bonding of Employees. It states that anyone who handles cash, or who handles contractor's funds must be bonded. Are you referring to employees who open mail from trainees with checks in them? Do all of those personnel need to be bonded? Or are you talking about checks from the county? Can you please define "handle" more specifically.

A: No, this will apply to those employees who have access to cash and/or organization's bank accounts.

72) Q: Will the next open funding period be 4 years from now?

A: This upcoming contract will be for an initial one (1) year funding term with an option to renew for four (4) additional years. After the initial one (1) year contract term there will be an annual renewal process based on performance factors and funding availability. After the five (5) years a new funding cycle will begin with a new RFP solicitation.

73) Q: How do we convey to the cash reserves? Is it in a checking account, a separate checking account?

A: It is part of the mandatory requirement that you just take whether or not that amount is available.

74) Q: What is the process for a sub-contractor?

A: Anyone who provides services for you, for example if you sub-contract with another provider that is a contract agreement between you and that provider. However, that subcontract agreement needs to be approved by the County. CSS needs to know who is providing the service for you. As a sub-contractor for CSS, you have to abide by the county policies; therefore your subcontractor must do the same.

75) Q: Will fillable forms be available for those forms that need to be filled out, but are in PDF format?

A: No, fillable forms will not be available. All forms that are in PDF format must be manually typed and submitted with your Proposal.